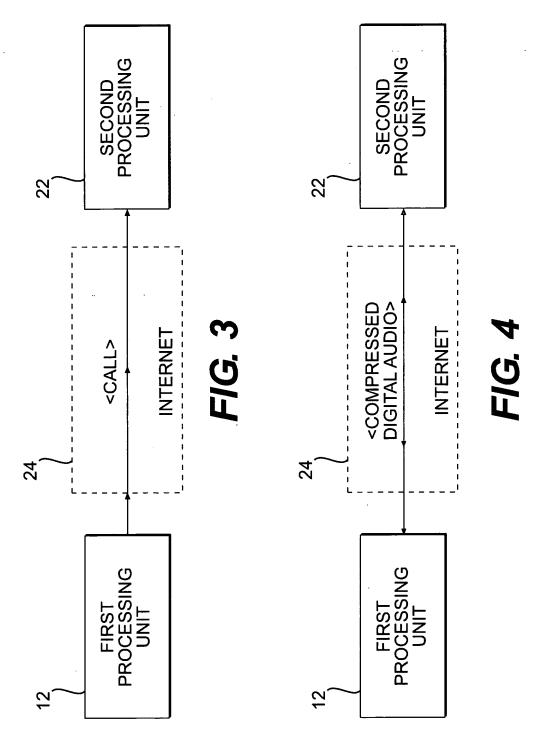


16

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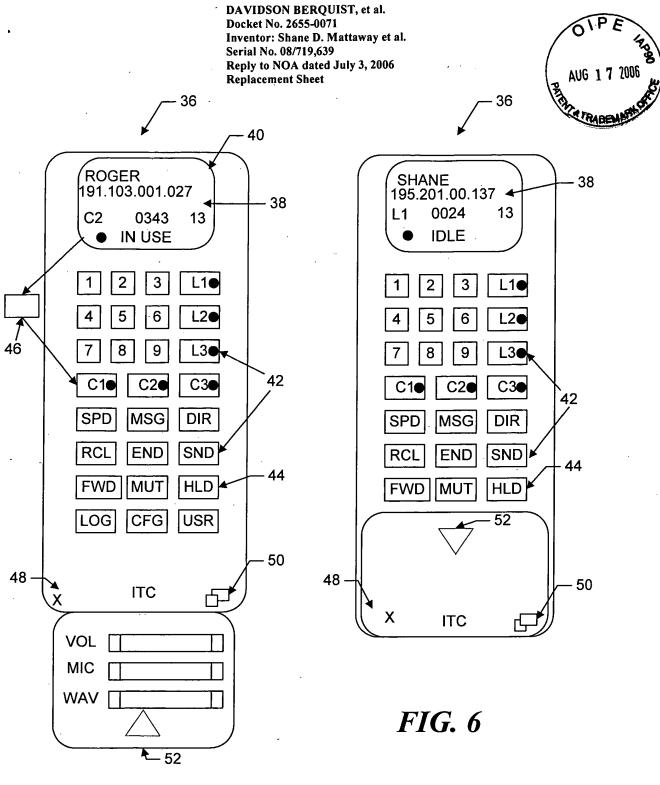
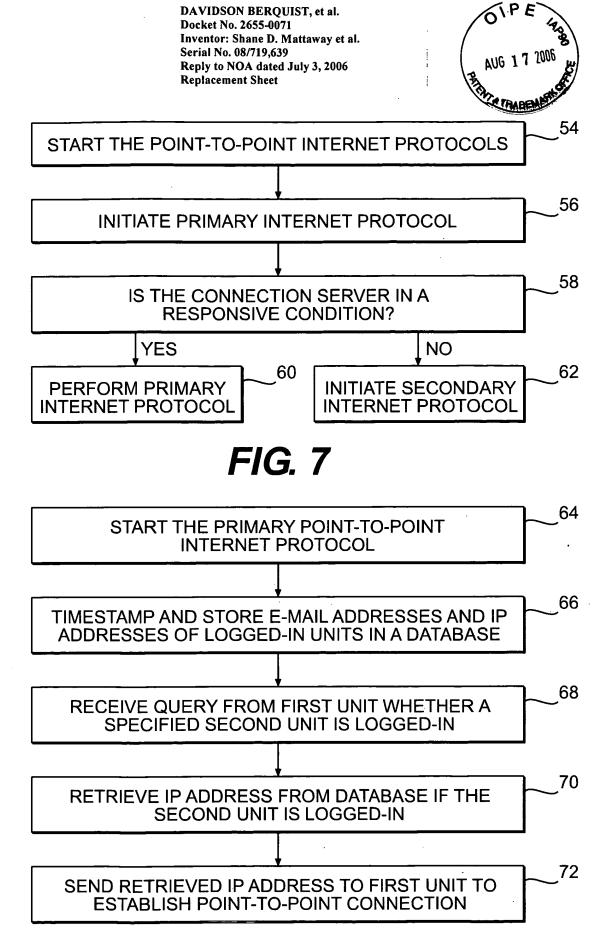


FIG. 5



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FIG. 8

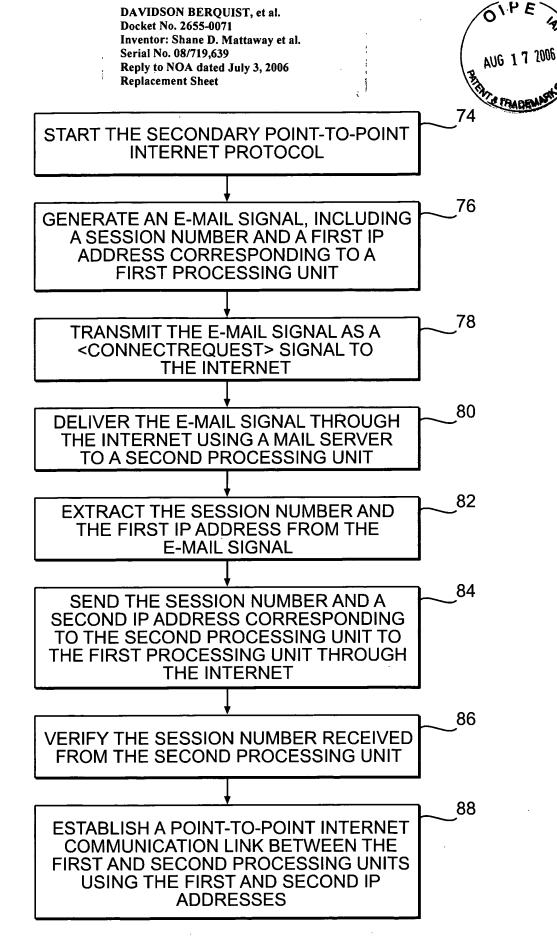


FIG. 9



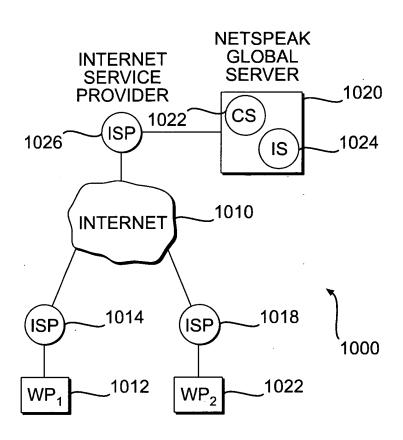
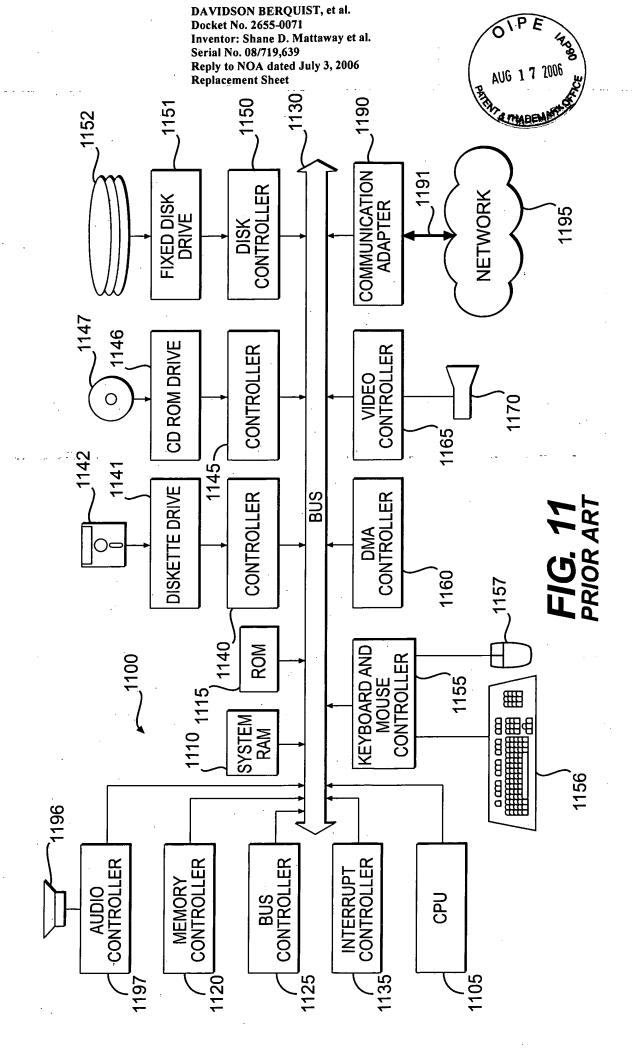


FIG. 10





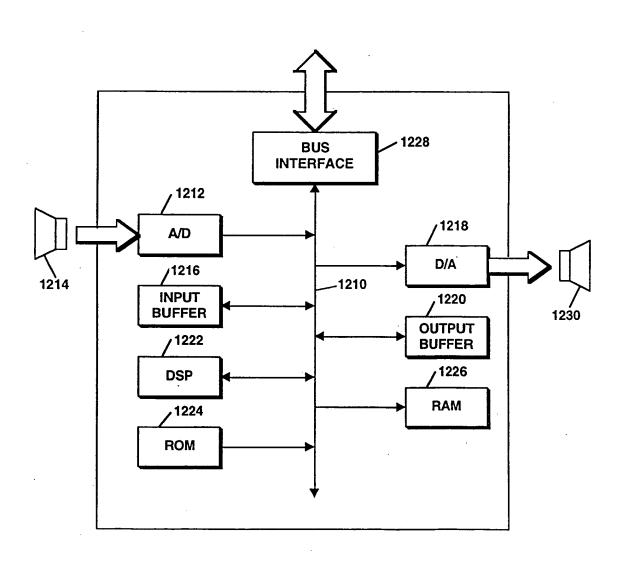
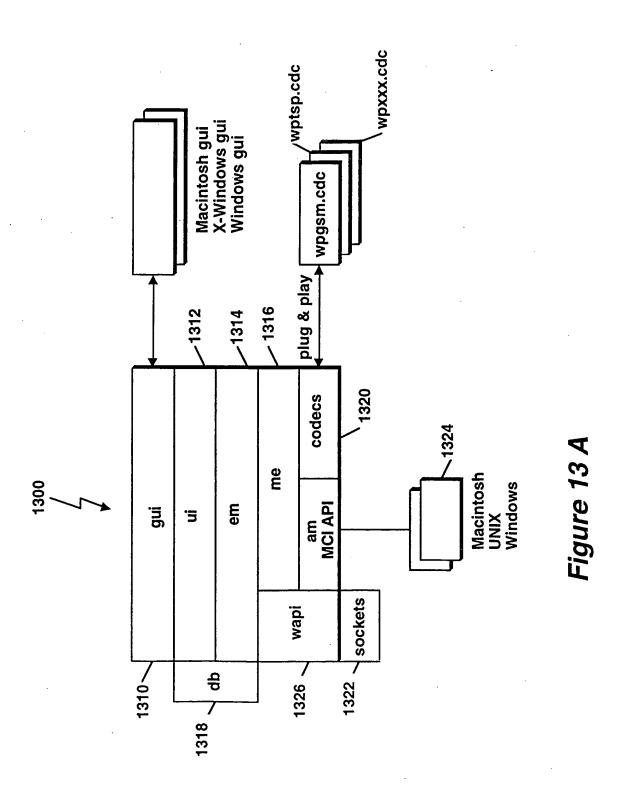


FIGURE 12 (PRIOR ART)







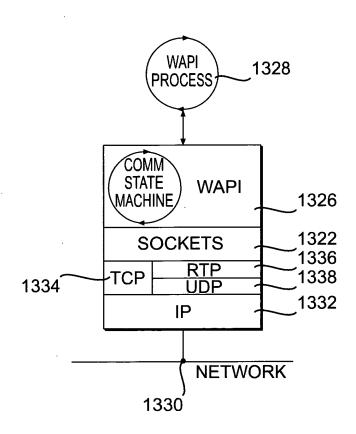


FIG. 13B



FIG. 14



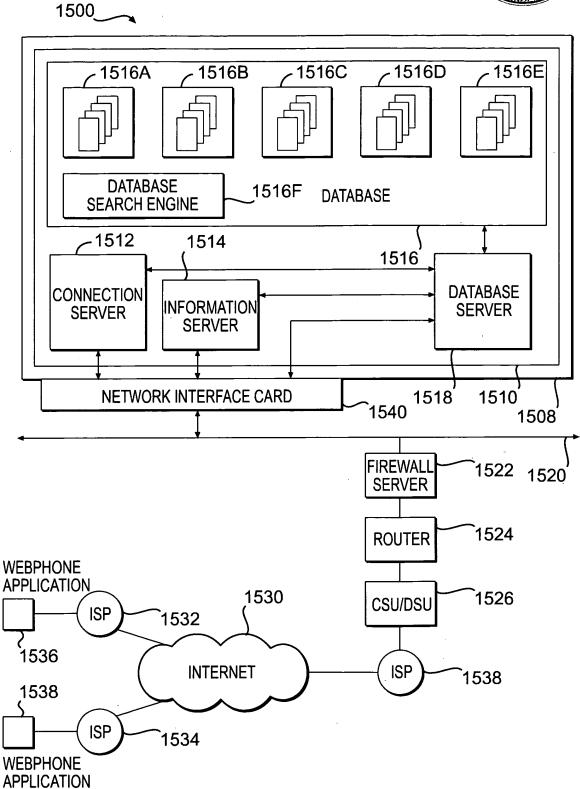


FIG. 15A

Docket No. 2655-0071 Inventor: Shane D. Mattaway et al. Serial No. 08/719,639 AUG 1 7 2006 Reply to NOA dated July 3, 2006 Replacement Sheet 1500 1516A 1516B 1516C 1516D 1516E **DATABASE** 1516F **DATABASE SEARCH ENGINE** -1512 1514 1516[°] **DATABASE** CONNECTION **INFORMATION SERVER SERVER SERVER** 1518 FIREWALL 1520 **SERVER** 1522 **ROUTER** 1524 **WEBPHONE APPLICATION** 1530 CSU/DSU **ISP** 1532 1526 1536 **INTERNET** ISP 1538 1538 ISP 1534 **WEBPHONE APPLICATION**

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FIG. 15B



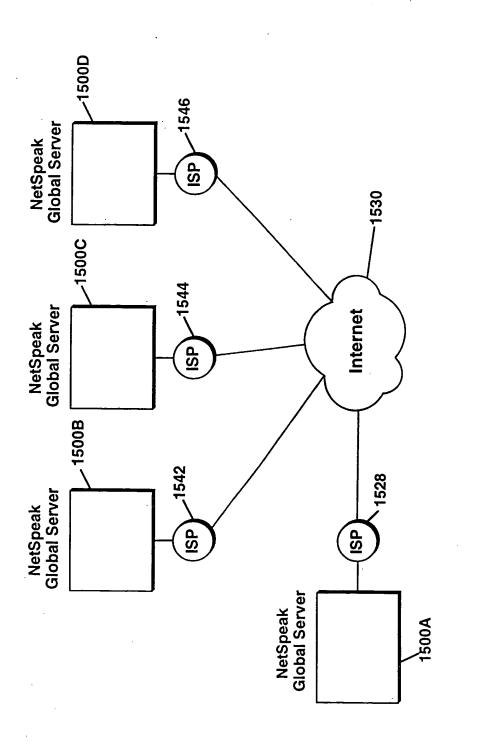
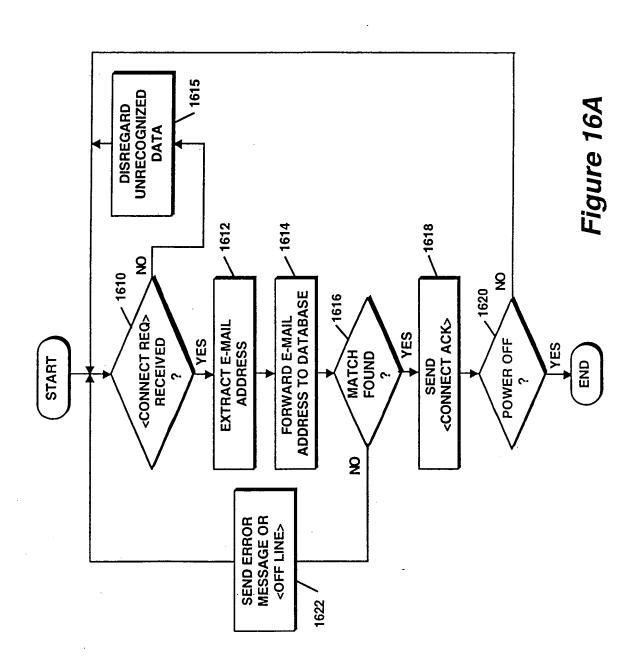
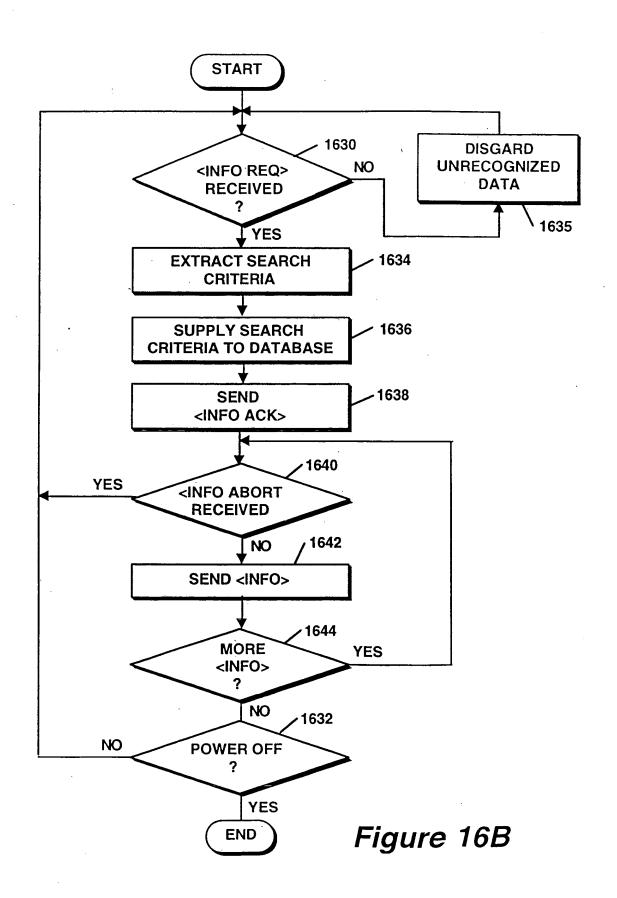


Figure 15C











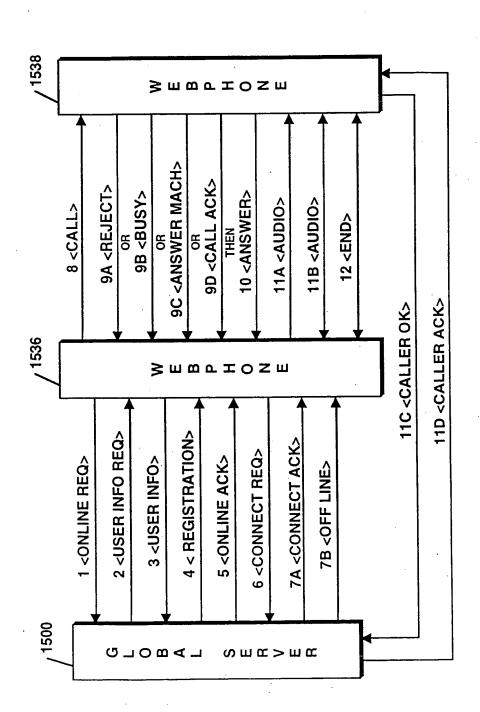


Figure 17A



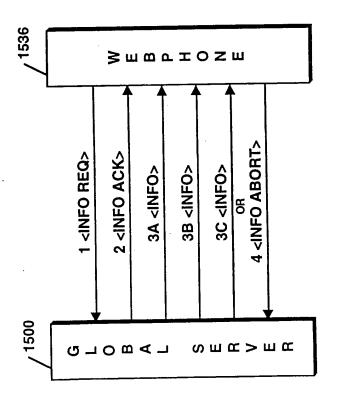


Figure 17B



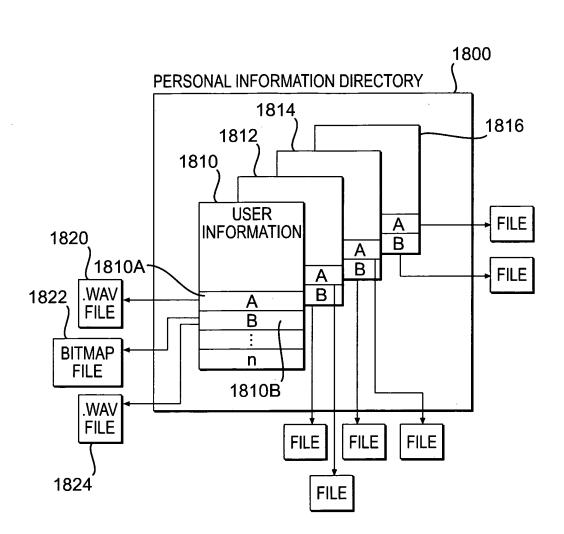
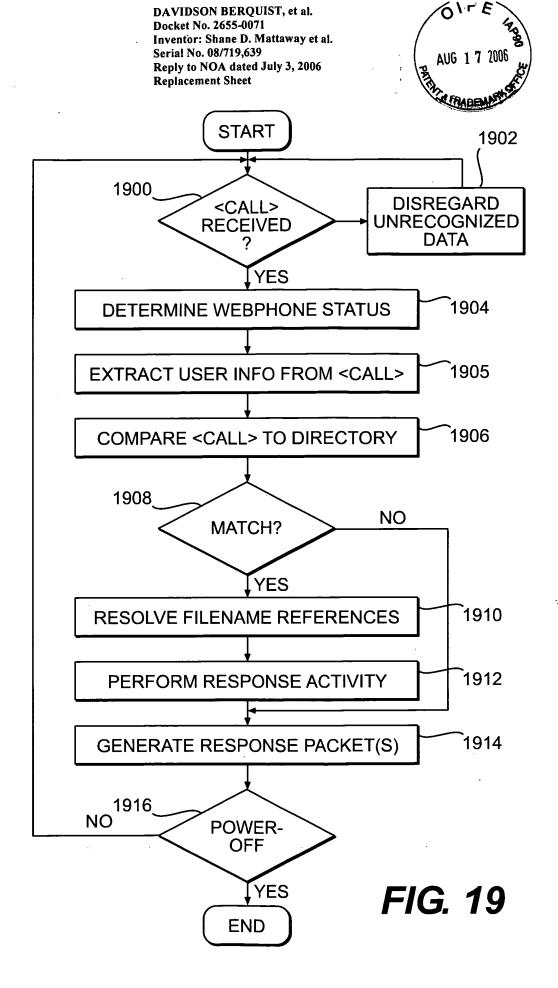


FIG. 18





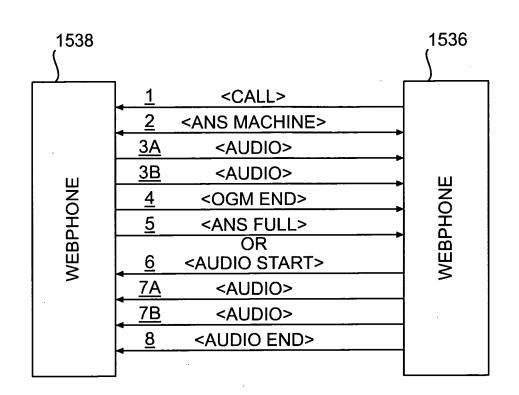


FIG. 20